



Lewisham

# Annual Parking Report 2023-2024

# FOREWORD

Welcome to the London Borough of Lewisham's Parking Annual Report for 2023-24. This report outlines and provides information regarding the parking services' finances and the parking contractor's performance.

This report covers all financial parking activity from 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

The Council recognises that parking can be a contentious topic, and that the services provided impact residents, businesses, and visitors to the borough. However, when taking transport into consideration, parking services and regulation are crucial towards bringing a sense of order to the community, from ensuring hazards are minimised through enforcement, to finding ways in which policies can create behavioural change for positive impacts in the long term for the community. In order to improve services, the Council welcomes feedback to the parking department and is continuously working to provide the right balance for all throughout the borough.

Sustainable Streets is a programme that was approved by Mayor and Cabinet in December 2022, with the aim to manage parking in an efficient manner, and to provide extra measures to support residents in choosing more sustainable modes of transport. Developments for this programme have continued throughout 2022-23, into 2023-24.

# INTRODUCTION

- 1.1. Under the Traffic Management Act (2004), local authorities have a duty to manage traffic on the authority's public highway network. Lewisham Council is dedicated to fostering a safe and healthy community for everyone in the borough. As part of this commitment, the Council ensures that parking across Lewisham is properly managed and consistently enforced.
- 1.2. London experiences high levels of parking stress. To reduce levels of parking pressure across the borough, the Council levies a charge for a permit to park in areas of the borough that have been designated Controlled Parking Zones (CPZs). Operating hours for the CPZs have been designed to reduce congestion and are included as part of transport policy to:
  - ensure safe and sustainable access;
  - achieve effective parking management;
  - balance the needs of all road users;
  - meet environmental objectives;
  - ensure emergency service access and
  - focus on customer needs.
- 1.3. The Council considers the needs of residents and those contributing to the local community when developing policy. As new issues emerge with parking throughout the borough, the parking policy must reflect the needs of those most impacted and the community's environment, whilst also acknowledging the increasing demand for parking spaces and how to manage the cost of parking controls.
- 1.4. The parking charges are taking into account the requirements of the Road Traffic Regulation Act (1984). Section 122 of the Act imposes a duty on the Council when exercising its functions under the Act, to do so far as practicable, having regard to matters set out in S122 (2) of the Act to 'secure the expeditious, convenient and safe movement of vehicular and other traffic including pedestrians and the provision of suitable and adequate parking facilities on and off the highway'.

# OVERVIEW OF PARKING IN THE BOROUGH

- 3.1. There are a variety of parking places across the borough, including 1,371 parking spaces in the Council's 11 off-street public car parks, and an estimated 20,000 parking spaces in marked on-street parking bays.
- 3.2. In an effort to adhere and align with the Climate Emergency Action Plan, and the Air Quality Action Plan, the Council has introduced a number of policies in recent years to encourage a decrease of car ownership and the use of sustainable modes of transport, including through the introduction of the Sustainable Streets Scheme. There are various parking restrictions, including yellow lines, restricted parking zones and CPZs which rely on an online permit system. The total number of CPZs operating in the borough at the end of 2023-24 was 25.

# PARKING ENFORCEMENT ACTIVITIES

4.1. The following section addresses the activities and performance of the parking contractor NSL Ltd. In January 2019, the Mayor and Cabinet agreed to extend the NSL Ltd.'s contract with Lewisham Council for a further 4 years, until end of July 2023. In February 2023, it was approved by Mayor and Cabinet that the contract will be extended until October 2023. In December 2023, a further extension was approved by Mayor and Cabinet until March 2024.

## Penalty Charge Notices (PCNs)

4.2. Below are the figures for total Penalty Charge Notices (PCNs) issued.

4.3. In 2023-24, there were 50 extra cameras installed across the borough.

Lewisham PCNs	2020-21	2021-22	2022-23	2023-24
Parking Contraventions	52,933	59,944	63,866	63,621
Moving Traffic Contraventions	109,658	117,248	143,296	133,414
Total PCNs issued	162,599	177,192	207,162	197,035

Data based on 1<sup>st</sup> April 2023 – 31<sup>st</sup> March 2024

\*FGL "Case Summary by Contravention Details", filtered to CCTV and CEO.

## Parking Permits

4.4. The total number of Resident and Business parking permits purchased in 2023-24 was 23,999.

4.5. An increase in Visitor and Resident permits likely resulted as a new Controlled Parking Zone (CPZ) in Honor Oak was introduced in January 2024.

Permits	2020-21	2021-22	2022-2023	2023-24
Resident	19,748	17,714	18,859	22,612
Business	520*	1691*	1,612	1,387
Visitor	45,816	73,441	107,820	112,475
Total	66,084	92,846	128,291	136,474

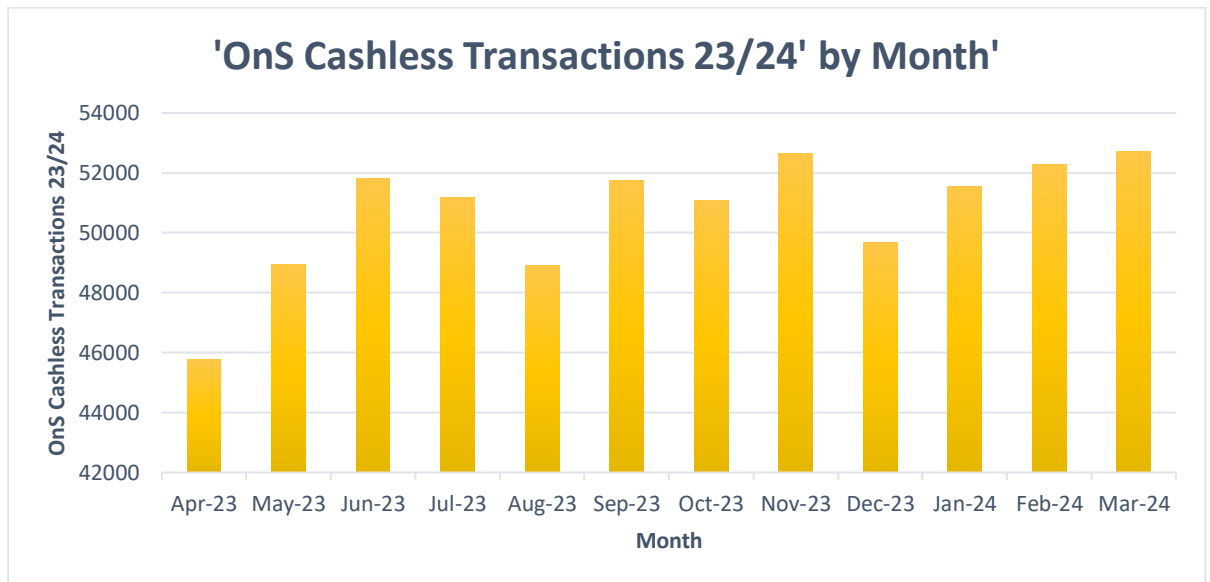
4.6. The table above shows the volume of purchases since the financial year 2020-2023/24. In 2020-2021 due to COVID-19, the volume of purchases was relatively low. The increase has grown significantly over the years as life returned back to normal, and residents have requested Controlled Parking Zones (CPZs) to be introduced in residential areas to reduce congestion and parking stress.

Data based from Farthestgate Operational "Monthly Permits" report

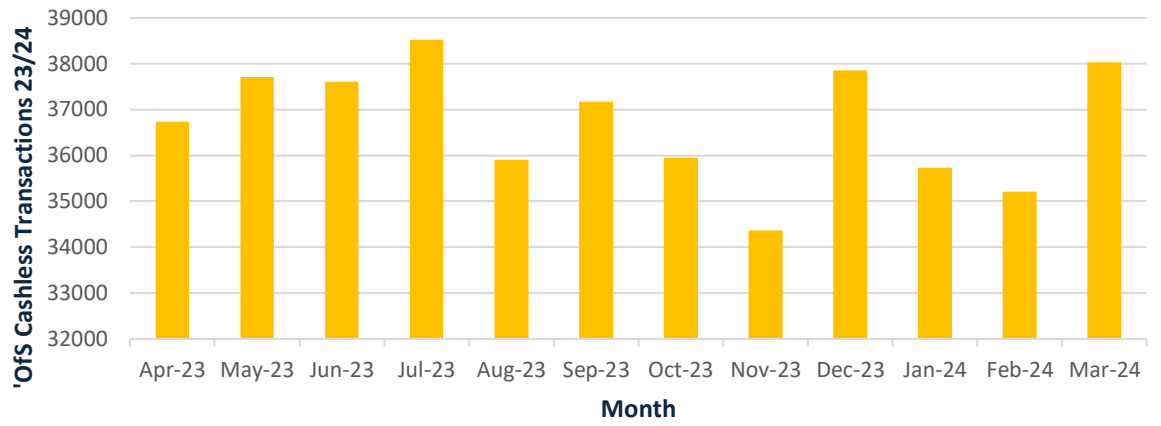
\*Business, Business\_all\_zone, business\_charity, homes\_staff, hospital\_health, key\_worker

## Cashless Payments

- 4.7. In August 2020, when emission-based charges were implemented, the Council moved to cashless payments as the main source of payment for parking, and the subcontractor PayByPhone to provide cashless parking across the borough.
- 4.8. On-street transaction refers to transactions purchased for Pay to Park bays for short term parking on street. This is a direct result of the decommissioning of cash machines.
- 4.9. Off-street transactions refer to transactions purchased to park off street, such as Council-led car parks.
- 4.10. The graphs below show that there is a higher usage of on-street parking across the board in comparison to off-street parking.



### 'OfS Cashless Transactions 23/24 by Month'



# Business Processing

- 4.11. The issuing and challenging of a PCN follows a statutory process that allows the right of appeal to the independent Environment and Traffic Adjudicators (ETA) at the London Tribunals. Responses to formal representations and appeals are authorised by Council staff.
- 4.12. This has been the biggest challenge for the contractor, as previously the performance indicator was measured against the statutory response time in relation to appeals (56 days). This has moved to 10 days, and on this indicator, the contractor succeeded in 1 out of the 12 months, as shown in Appendix 1.
- 4.13. The table below shows the annual appeal results, as reported by the ETA.
- 4.14. A rejected appeal means that that the Environment and Traffic Adjudicators (ETA) deems a PCN was correctly issued. Upheld appeals are appeals that were not rejected by the Environment and Traffic Adjudicators (ETA). The success rate shows the number of rejected appeals as this means that PCNs have been correctly issued.

<b>Appeals</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>
<b>Total</b>	1014	1347	906	1050
<b>Upheld</b>	60	190	53	208
<b>Rejected</b>	514	941	585	701
<b>DNC</b>	440	180	130	141
<b>Success (%)</b>	51%	70%	76%	50%

# FINANCIAL PERFORMANCE

- 5.1. This section of the report sets out information relating to parking finances.
- 5.2. Parking charges are fixed in accordance with the requirements of the Road Traffic Regulation Act (1984), and there have been no changes since the last Parking Annual Report was published. Parking permits are now charged based on a vehicle's emissions.
- 5.3. Section 5.5 shows the results for 2023-24 relating to both on- and off-street parking.
- 5.4. Sections 5.6–5.9 set out the Council's Parking Control Account for 2022-23. This account is a statutory requirement and sets out the financial position in relation to on-street parking only. The account not only includes the proportion of direct management costs and income relating to on-street parking, but also a proportion of costs in respect of, for example, management and other support service overheads, an assessment of policy and planning costs, and capital charges.

## Direct Parking Management

- 5.5. The income received can be broken down as follows:

<b>Parking services (on/off street) - income collected in 2023-24 (net of VAT)</b>		
	<b>£000s</b>	<b>%</b>
PCNs	10,436	58.25
P&D	3,850	21.49
Permit	3,570	19.93
Suspensions	60	0.34
<b>Total Income</b>	<b>17961</b>	<b>100.00</b>

<b>Direct parking management expenditure (2022-23)</b>	
<b>Parking management areas</b>	<b>£000s</b>
Enforcement contract costs	6,349
Management, admin and overheads	3,184
Car park utilities, rates, repairs and maintenance	743
Legal fees	542
<b>Total expenditure</b>	<b>10817</b>

## Parking Control Account 2023-24 (on-street parking only)

- 5.6. Under the Road Traffic Regulation Act (1984), the Council is required to keep an account of its income and expenditure in respect of its on-street parking places, and in respect to its functions as an enforcement authority, within paragraphs 2 and 3 of Schedule 7 to the Traffic Management Act (2004). After each financial year, the Council must report to the Mayor of London on any action taken, in accordance with the provisions of the Act in relation to any surplus or deficit in the account.
- 5.7. The use of any surplus is governed by Section 55 of the Act, which specifies that the surplus may be used for:
- making good to the General Fund for any deficits incurred in the On-Street Parking Account during the previous four years; or
  - meeting the cost of the provision and maintenance of off-street car parking in the borough, or in another Local Authority.
- 5.8. However, if it is considered unnecessary or undesirable to provide further off-street parking in this area, the surplus may then be used to fund:
- public passenger transport services;
  - highway or road improvement projects;
  - highway maintenance;
  - environmental improvements in its area; or
  - the cost of anything that has the approval of the Mayor of London, and which facilitates the implementation of the Mayor's Transport Strategy.
- 5.9. All of the surplus generated for FY 2023-24 was spent to fund the concessionary fares.
- 5.10. The Council's Parking Control Account for 2023-24 (in respect of on-street parking only) is summarised below:

<b>Borough Parking Control Account (2023-2024)</b>		
<b>On-street Parking gross income</b>	<b>£000s</b>	<b>%</b>
Pay & Display	3,763	22.78
Permits	3,360	20.35
PCNs	9,392	56.87
<b>Total Income</b>	<b>16,515</b>	<b>100.00</b>

<b>On-Street Parking expenditure</b>		
Enforcement contract costs	5,714	58.70
Management, admin and overheads	2,865	29.43
Car park utilities, rates, repairs and maintenance & legal fees	1156	11.87
<b>Total Expenditure</b>	<b>9,735</b>	<b>100</b>
<b>Funds available for supporting highways and transportation</b>	<b>6,780</b>	